

**Eastern Indiana Region VI Regional Workforce Board**

**Request for Proposals**

**For**

**Workforce Investment Act  
Adult, Dislocated Worker and Youth Service Provider**

**Services to be Delivered**

**July 1, 2006 – June 30, 2008**

**RFP Issue Date: April 13, 2006**

**Key Dates:**

Questions Due: 1:00 PM - April 20, 2006

Mandatory Bidders Conference: April 21, 2006 – 2:30 PM

Proposal Due Date: 10:00 AM Muncie Time, May 18, 2006

Presentations by Invitation Only: May 31, 2006 (Tentative)

Award Announced: June 5, 2006

Contract Begins: July 1, 2006

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## **BACKGROUND AND GENERAL INFORMATION**

- A. The Eastern Indiana Region VI Regional Workforce Board (hereinafter the Board) issues this Request for Proposals (RFP) to procure an adult, dislocated worker and youth service provider of programs under the provisions of the Workforce Investment Act. The selected entity(ies) will provide services through other funding streams at the election of the board. The Board intends to be as inclusive as possible in this solicitation. The goal is to receive a wide variety of high quality, innovative proposals that meet the workforce development needs of the regional community at large.
- B. The resulting contract(s) with the successful bidder(s) will be for a two-year period, July 1, 2006 to June 30, 2008. Based on performance, the Board may renew the contract(s) for an additional year, July 1, 2008 to June 30, 2009. The form of the contract will be cost-reimbursement.
- C. The Eastern Indiana Regional Workforce Area consists of Blackford, Delaware, Fayette, Henry, Jay, Randolph, Rush, Union and Wayne counties. This is a new Region that has been formed by the Department of Workforce Development. Bidders are encouraged to visit the DWD website to learn more about the formation of the new Regional Workforce System in Indiana. The DWD site may be visited at <http://www.in.gov/dwd/partners/shric.html>. Bidders should review the Indiana State Plan located on that page as well as other DWD policies and documents available on-line.
- D. There are full-service WorkOne Centers in Muncie and Richmond. There are WorkOne Express Offices in Blackford, Fayette, Henry, Jay, Randolph, and Rush counties.
- E. Currently, the WorkOne Center and Expresses located in Fayette, Rush and Wayne counties are governed by the Southeastern Indiana Workforce Investment Board and operated by River Valley Resources. The WorkOne Center and Expresses located in Blackford, Delaware, Henry, Jay, and Randolph counties are governed by the East Central Indiana Workforce Investment Board and operated by East Central Opportunities, Inc. The successful bidder(s) will operate adult, youth and dislocated worker programs in all nine counties or one of the two defined areas in the Eastern Indiana Regional Workforce Area effective July 1, 2006. The successful bidder(s) must coordinate services and operations of these WorkOne Offices to ensure a smooth and seamless transition. The goal of the transition process is that clients continue to be served effectively with the least possible disruption.
- F. The Eastern Indiana Regional Workforce Area has been engaged in a significant competitive process for funding under the State of Indiana's Strategic Skills Initiative (SSI). The successful bidder(s) through submission of a proposal assures that they will work cooperatively with the Regional Operator to coordinate and integrate future WIA services with future funded SSI activities (no award has yet been made). The successful bidder(s) will, at the direction of the Board, be the presumptive delivery agent of appropriate SSI funding for the Region. Bidders can review available information on SSI and the Region VI plan at: <http://www.in.gov/dwd/employers/ssi.html>.

- G. The Board is seeking interested and qualified entities able to provide innovative, high quality services to adults, dislocated workers and youth. The services proposed must meet the specifications of this RFP. The Board anticipates contracting with an entity(ies) that is familiar with WIA programs. The organization selected should demonstrate the characteristics listed below.
- Competent management with vision
  - Customer service oriented staff
  - Cooperative management and staff
  - Demonstrated ability to partner with others
  - Flexibility and ability to adapt to change
  - Expertise in delivery of WIA service
  - Data Integrity
  - Creativity and Innovation
- H. Funds available under this Request for Proposal are approximately \$2,900,000 for Program Year 2006 (PY'06). The Department of Workforce Development (DWD) has not finalized allocations by Regional Area. Bidders should visit the DWD website and review the Region VI projected allocation at:  
[http://www.in.gov/dwd/partners/docs/shric\\_Historical\\_Funding\\_of\\_By\\_New\\_Region\\_0305.pdf](http://www.in.gov/dwd/partners/docs/shric_Historical_Funding_of_By_New_Region_0305.pdf)
- I. Bidders may propose to provide services in the entire Region or in one of two defined areas. Bidders wishing to propose for the optional service areas must complete a separate proposal for each. Each proposal should be identified in order of bidder's priority, i.e. Proposal, Alternate One, and Alternate Two, as appropriate. The options for bidding are as follows:
1. Entire Region
  2. Northern Counties – Blackford, Delaware, Henry, Jay and Randolph
  3. Southern Counties – Fayette, Rush, Union and Wayne counties
- J. Funding will vary, depending upon final allocations, number of participants to be served, services proposed and negotiated. Bidders must serve Adults, Youth and Dislocated Workers in all counties in the award, whether the award is for the entire Region or optional service area. The Board will ensure that services are provided equitably in all the counties.
- K. The Board reserves the right to make an award to any bidder or to make no awards, if that is deemed to serve the best interests of the Board and Region VI. The proposal process is competitive and follows government procurement rules.
- L. The Workforce Investment Act of 1998 (WIA, Public Law 105-220) provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused and locally managed. The Board envisions a system that meets the needs of residents and businesses alike. The goal of programs under the Act is to increase employment, job retention, and earnings and develop the work potential of the residents of Region VI.

- M. This Request for Proposals is not in itself an offer of work nor does it commit the Board to fund any proposals submitted. The Board is not liable for any costs incurred in the preparation or research of proposals.
- N. The Board or its designee reserves the right to conduct discussions, either oral or written, with those respondents ranked as viable candidates for award. Successful bidders must negotiate the proposal before the Board will make any final commitment.
- O. All commitments made by the Board are contingent upon the availability of funds and the Board reserves the right to award an amount less than the total funds available for bid contained in this RFP.
- P. The Board assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. The Board also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the WIA Title I financially assisted program or activity, and to all agreements that the Board makes to carry out the WIA Title I financially assisted program or activity. This WIA Title I funded program is an equal opportunity employer / program. Auxiliary aids and services will be made available upon request for individuals with disabilities. By submitting a bid all bidders are providing an assurance that they will comply with the above nondiscrimination and equal opportunity provisions.
- Q. Funds available for bid are intended to result in a contract(s) for services in the Eastern Indiana Regional Workforce Area for adult, youth and dislocated workers.
- R. The Board is exempt from federal, state and local taxes and will not be responsible for any taxes levied on the respondent resulting from the contract based on this RFP.
- S. In addition, the bidder should note that under the requirements of the Freedom of Information Act, the contents of your proposal or other information submitted to the Board is subject to public release upon request, except those items specifically exempt from disclosure. The bidder shall mark as "proprietary" those parts of its proposal that it deems proprietary. However, the bidder is alerted that this marking is advisory only and not binding on the Board. If there is a request from the public under F.O.I.A. to inspect any part of the proposal so marked, the Board will advise the bidder and request further justification in support of the "proprietary" marking. If the Board determines, after receipt of the justification, that the material is releasable, the bidder will be notified immediately. Under no circumstances will a proposal or any part of a proposal be released prior to the contract award decision.
- T. The Board will authorize the Fiscal Agent of the Board and the Region VI Regional Operator to negotiate a contract for the provision of programs arising from this RFP. The Regional Operator shall direct the negotiation and contracting process.

- U. The specifications in this RFP may change based on issuance of State or Federal policy or WIA re-authorization. The Board will work with the successful bidder to implement any changes required by the State or Department of Labor. By submitting a proposal, the bidder agrees to work cooperatively with the Board to comply with subsequent changes.
- V. By submitting a proposal the bidder certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the plan of work if the Board awards a contract. A conflict of interest would arise if any individual involved in the preparation of this RFP, proposal review and rating or award decisions has a financial or other interest in or represents the bidding organization and would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. The Board reserves the right to disqualify a bid should a conflict of interest be discovered during the solicitation process.
- W. The successful bidder will be required to maintain a local management office within the Eastern Indiana Regional Workforce Area for county office staff supervision and day-to-day management. This office can be located in one of the WorkOne or WorkOne Express offices.
- X. By submitting a proposal the bidder assures that it will provide additional services under additional grants such as a National Emergency Grant, appropriate Strategic Skills Initiative funding or other State funded workforce program granted to the Eastern Indiana Regional Workforce Area.
- Y. The bidder assures that it will be the service provider and will not subcontract significant programmatic functions to other entities if awarded a contract to be the service provider in the Eastern Indiana Regional Workforce Area.
- Z. The bidder assures that if awarded a contract by the Board, it will comply with Regional, State and Federal program and financial regulations, policies and directives, as well as comply with any and all monitoring requirements.

## ALLOCATIONS

The following chart represents the total allocation for the Region.

### Regional Allocation

	Adult	Worker	Youth	Administration	TOTAL
<b>Region</b>				\$ 338,164	\$ 338,164
Blackford	\$ 52,917	\$ 35,104	\$ 57,499		\$ 145,520
Delaware	\$ 331,804	\$ 311,524	\$ 504,261		\$ 1,147,589
Fayette	\$ 99,699	\$ 90,792	\$ 111,945		\$ 302,436
Henry	\$ 59,572	\$ 97,407	\$ 57,483		\$ 214,462
Jay	\$ 68,553	\$ 53,182	\$ 73,609		\$ 195,344
Randolph	\$ 98,341	\$ 96,142	\$ 103,756		\$ 298,238
Rush	\$ 15,846	\$ 34,218	\$ 12,717		\$ 62,781
Union	\$ 8,255	\$ 16,051	\$ 6,839		\$ 31,145
Wayne	\$ 222,722	\$ 173,531	\$ 249,709		\$ 645,962
Total	\$ 957,710	\$ 907,950	\$ 1,177,817	\$ 338,164	\$ 3,381,641

The following chart represents the allocation available for this RFP.

### Service Provider Allocation

	Adult	Worker	Youth	Administration	TOTAL
<b>REGION VI</b>				\$ 172,559	\$ 172,559
<b>REGION VI</b>	\$ 857,067	\$ 812,536	\$ 1,054,044		\$ 2,723,647
<b>TOTAL</b>	\$ 857,067	\$ 812,536	\$ 1,054,044	\$ 172,559	\$ 2,896,206



## PROPOSAL REQUIREMENTS

- A. Proposals must be received by 10:00 A.M. Muncie time on Thursday, May 18, 2006, in person or by mail or ground delivery at the address indicated. Proposals received after that time and date will be rejected. Please note that proposals must be received not postmarked. Proposals shall not be submitted electronically or by FAX.
- B. Submit four copies of your proposal on 8½”x 11” white bond. You may single space your proposal but margins must be at least an inch and font size must be no less than 12, with the exception of RFP questions being repeated, which may be in 10 font. One copy should be submitted unfolded and unstapled. Also provide an electronic copy in Word (. doc file) on a CD.
- C. If you are submitting multiple proposals, submit them separately and clearly marked as Proposal, Alternate # One and Alternate # Two as appropriate.
- D. Submit two copies of your audit report for the most recent two years. This report should be submitted separately. While it is not part of the proposal, it must be provided electronically as well.
- E. Attachment A, a proposal cover page, should be completed and used as the cover page for the proposal.
- F. Attachment B and Attachment B-1 budget forms need to be completed along with a one page budget narrative.
- G. Attachment C program planning form needs to be completed.
- H. Attachment D Non-Collusion Affidavit needs to be signed and submitted.
- I. Attachment E Assurances and Certifications needs to be signed and submitted.
- J. Your response to the narrative section of the proposal is limited to no more than 40 pages with specific suggested maximum page limitations provided for each section. The total page limitation is firm and is imposed for the sake of the reviewers of your proposal. In the event your response to a specific section is less than the suggested maximum page limit, the remaining pages may be used in another section as long as the total page limitation for the proposal is not exceeded. This limitation does not include other sections of your proposal such as: Attachments, Exhibits, the one page budget narrative, organizational charts and partner letters and letters of agreement by partners. The entire proposal, including Attachments, Exhibits, one page budget narrative, organizational chart and letters must be numbered Page of Page and all included in the electronic document.
- K. Proposals will be submitted “Return Receipt Requested.” If hand delivered, the deliverer must have a prepared receipt for signature and time/date. Faxed or electronically

transmitted proposals will not be accepted. The transmitting envelope will be clearly marked “proposal” and addressed as follows:

FOR GROUND DELIVERY:

Barbara Street, Regional Operator  
Eastern Indiana Region VI Regional Workforce Board  
201 East Charles Street, Suite 140  
Muncie, IN 47305

FOR US POSTAL SERVICE DELIVERY:

Barbara Street, Regional Operator  
Eastern Indiana Region VI Regional Workforce Board  
P.O. Box 1081  
Muncie, IN 47308-1081

L. Assemble your proposal using the following order. Use this as a checklist to ensure the proper order. Failure to follow RFP instructions could result in rejection of your proposal.

- ❑ Cover Page (Attachment A) – Required as a part of the proposal and electronic document and must be included in the page of page numbering, but does not count toward the 40 page proposal limit.
- ❑ Table of Contents (Each proposal must have a table of contents that contains each of the RFP Headers consistent with the Table of Contents of this RFP.) Required as a part of the proposal and electronic document and must be included in the page of page numbering, but does not count toward the 40 page proposal limit.
- ❑ Proposal Narrative (IMPORTANT: **The proposal narrative must have the Table of Content headers and must repeat the question being responded to in each section consistent with the narrative in the RFP.** The font size for the questions may be reduced to Font 10 in order to minimize the space used. The goal is for your responses to be as succinct, yet comprehensive as possible. Required as a part of the proposal and electronic document and must be included in the page of page numbering. Does count toward the 40 page proposal limit.
- ❑ Exhibits – Exhibits are required as a part of the proposal and electronic document and must be included in the page of page numbering, but they do not count toward the 40 page proposal limit.
  - Business Entity Filing
  - Corporate Authorizations
  - Organizational Chart
  - Letters of Support
  - Letters of Partnership
- ❑ Attachment B (budget)
- ❑ Attachment B-1 (budget detail by county)
- ❑ Budget Narrative (one page)

- ❑ Attachment C (Planned Service Levels)
  - ❑ Attachment D (Non-Collusion Affidavit)
  - ❑ Attachment E (Assurances and Certifications)
- NOTE: Attachments B-E and Budget Narrative are required as a part of the proposal and electronic document and must be included in the page of page numbering, but do not count toward the 40 page proposal limit.
- ❑ Submit two copies of your audit report for most recent two years (separate from the proposal). This is not a part of your proposal and should not be included in the page of page numbering. Do provide a separate electronic word file containing this document.
  - ❑ Submit one copy of your WIA performance report for the most recent two years (separate from proposal). This is not a part of your proposal and should not be included in the page of page numbering. Do provide a separate electronic word file containing this document.
  - ❑ Submit one copy of your WIA data validation monitoring report for the most recent two years (separate from your proposal). This is not a part of your proposal and should not be included in the page of page numbering. Do provide a separate electronic word file containing this document.
  - ❑ Submit one copy of your DWD monitoring report for PY2004 and PY2005 or most recent two-year period (separate from your proposal). This is not a part of your proposal and should not be included in the page of page numbering. Do provide a separate electronic word file containing this document.

M. Questions regarding this RFP or the Bidders Conference may be submitted in writing to Barbara Street, Regional Operator, Eastern Indiana Region VI Regional Workforce Board by FAX at 765-741-5869. You may also e-mail questions to Barbara Street at [bstreet@eciwb.org](mailto:bstreet@eciwb.org). All questions will be responded to, compiled and shared with all bidders attending the mandatory Bidders Conference. Questions will be accepted up to 1:00 PM on April 20, 2006. An opportunity will be provided to ask additional questions at the Bidders Conference.

N. Bidders **must attend** the Bidders Conference. All entities interested in submitting a proposal must have a representative present at the Bidders Conference. Proposals will not be accepted from entities that are not represented by an individual in attendance at the Bidders Conference. The RFP and the WIA program will be discussed and questions answered to the extent that answers are available. An electronic copy of the RFP package is available on line at [www.eciwib.org](http://www.eciwib.org) and [www.eiegr.org](http://www.eiegr.org). Following the Bidders Conference, the additional questions and answers will be researched, compiled and e-mailed to all potential bidders (those who attended the Bidders Conference). See below for information regarding the Bidders Conference.

#### BIDDERS CONFERENCE

IU East Danielson Center  
300 Trojan Lane, Room 108  
New Castle, IN 47362

Friday - April 21, 2006 – 2:30 PM - New Castle Indiana Time

- O. Members of the Board, the Regional Operator, local DWD management staff, and Local Economic Development Officials will read and rate proposals. Using the rating sheets from the readers and raters the Regional Operator, in conjunction with the Board Chair, will select the top proposals – expected maximum of three and minimum of two. An invitation will be extended to selected bidders to make a presentation to the Board. The tentative date for presentations is May 31, 2006. Bidder presentations will conclude with questions on Bidder's proposal and/or presentation. The Board and Regional Operator will consider both the Bidder proposal and the presentation when discussing and making their Service Provider(s) Selection. Restated, while this RFP indicates the evaluation criteria for the proposals, the final selection will be a combination of the written proposal evaluations, along with the oral presentation and responses to Board and Regional Operator questions. Contracting decisions will be a joint responsibility of the Board and Regional Operator. An award decision is expected by June 5, 2006. Programs shall start July 1, 2006 with transition beginning immediately upon selection. The Board will not be responsible for any cost associated with the transition.

The proposal evaluation weights and page limits by section are specified in each section of the RFP. In the event your response to a specific section is less than the suggested maximum page limit, the remaining pages may be used in another section as long as the total page limitation is not exceeded. These weights and page limits are also listed below.

10% Background, Qualifications & Performance - Two Pages  
20% Plan of Service – Fifteen Pages  
10% Staffing Plan & Organizational Chart – Five Pages  
15% Partnerships & Coordination - Five Pages  
5% Transition Activities – Three Pages  
20% Financial Management & Budget – Five Pages  
20% Innovation & Creativity – Five Pages

- P. Appeals/Complaints: Bidders have the right to appeal any action or decision related to this RFP. Appeals will be reviewed and investigated by the Board. The decision of the Board in such situations shall be final. Bidders wishing to make a formal appeal should do so in writing to:

Barbara Street, Regional Operator  
Eastern Indiana Regional Workforce Board  
P.O. Box 1081  
Muncie, IN 47308-1081

## **PROPOSAL NARRATIVE**

### **I. Organization Background, Qualifications, Performance History Proposal Evaluation 10% - Page Limit -Two**

#### **A. Profile the Proposing Organization**

##### **1. Legal Status**

What is the legal status of your organization?

##### **2. Organization Description**

Describe your organization, the governance structure, length of existence, vision, mission, goals and major programs currently offered and where. Please assure your description includes what other business you are in and what portion this contract would represent of your overall funding stream.

##### **3. Business Entity Status**

What is your corporate status with the Secretary of State in Business Entity filings? Provide a copy of the search, date conducted and copy of the most recent filing and the date it was filed as an exhibit which does not count in the page limit.

##### **4. Corporate Authorizations**

Provide assurances in the form of signed corporation resolution(s) which:

- a. Authorizes the submission of the proposal.
- b. Authorizes the signatory on this proposal to sign the proposal, negotiate on behalf of the corporation and bind the corporation.

Copies of the resolutions may be made as Exhibits to the proposal which do not count in the page limit.

##### **5. Contract Single Point of Contact**

Recognizing that the person authorized to bind and negotiate on behalf of the organization is not necessarily the same person who will be the single point of contact for this contract with the corporation, identify the person who will be the single point of contact with the Regional Operator – Fiscal Agent for this contract along with his/her contact information.

## **B. History of Similar Programs**

### **1. Record of Success**

Proposals must include information to demonstrate that the provider has a record of success in operating similar workforce programs or projects. Describe your experience serving adults, dislocated workers and youth. Please outline all workforce programs operated during the last two years. Provide brief program descriptions, funding sources and performance information.

### **2. Reference**

Provide two references complete with address, voice, e-mail and fax of individuals outside of your organization familiar with the quality of prior programs you have operated. Briefly describe the nature of each relationship.

### **3. Similar Services**

If your corporation has not provided past Workforce Investment Act programs, please outline programs that provided similar services in which you have been involved over the last two years.

## **II. PLAN OF SERVICE**

### **Proposal Evaluation 20% - Page Limit -Fifteen**

#### **A. General Information**

##### **1. Knowledge of Region**

Describe your knowledge of the most significant workforce development challenges and opportunities that the Eastern Indiana Regional Workforce Area will likely face in the next two years.

##### **2. Vision and Experience**

Describe your organization's vision for integration of services and workflow with the WorkOne system and describe how you will work with the Regional Operator and local DWD management staff to achieve an integrated system insuring all funding stream performance standards are met.

##### **3. Role & Relationship**

Describe how your organization envisions its role and relationship with the Regional Operator and the Eastern Indiana Region VI Regional Workforce Board.

4. Demonstration of Organization's Ability

Demonstrate your knowledge in serving these populations by providing a description of the differences between the WIA requirements, customer expectations and the needs of adults, dislocated workers and youth. Describe your organization's ability to meet the specific needs of each population.

5. Management Staff Effectiveness

Describe how management staff will spend their time to effectively manage all programs in all counties. The successful bidder will be required to maintain a local management office within the Eastern Indiana Regional Workforce Area for county office staff supervision and day-to-day management. This office may be located in one of the WorkOne or WorkOne Express offices.

6. Management of Funding

Describe how funds available to be spent directly on adult, dislocated worker and youth customers (i.e. supportive services, training costs, work experience wages, etc.) will be allocated to the county offices. Describe how these funds will be managed to ensure that targeted expenditure levels are met but not exceeded, and to ensure that these services remain available to clients throughout the program year.

7. Efficiency of Customer Services

Describe the process that will be used for approval and payment of direct client expenditures, including an estimated length of time, based upon actual experience, from the case manager decision to provide the financial assistance until the resulting invoice has been paid. Also describe procedures for making expedient "emergency" payments (i.e. immediate payments needed to reconnect or avoid disconnect of utilities, prevent eviction, etc.).

8. WorkOne Office Operations

The 2 full service WorkOne Centers in the Eastern Indiana Regional Workforce Area are located in Muncie and Richmond. There are Express sites in Blackford, Fayette, Henry, Jay, Randolph, and Rush counties. Describe your plan of service for WorkOne Offices and the similarities and differences in how services will be delivered in the Express sites vs. the WorkOne Centers. This section must provide a brief description about how services will be provided **in each specific county** and address at a minimum the following issues by location: proposed location (same or different than current), the menu of services available, hours of operation (days per week, hours per day, days per year), full-time or part-time staff, availability of partner services, and client flow.

If not addressed in your description of services, provide assurance of flexibility of staffing offices during evenings and Saturdays if required to provide the Board services.

Discuss your plan for the communications systems (at least voice and data) within each WorkOne Office, between WorkOne Offices, Management Office and Regional Operator – Fiscal Agent. Does this communications system currently exist in your offices? Please describe. Does your budget support the plan you have described?

Provide detail of the plans for public computer labs and training rooms by location. Include the number of computers that are supported by your budget or are available for use. Include pertinent information about those computers? Communications systems are the backbone of the WorkOne system. Describe the characteristics of the voice system and data systems by location and provide an assurance that your budget supports what you have described.

#### 9. Organizational Philosophy

Describe your organizational philosophy on community involvement of service delivery staff with local organizations, agencies, schools, Chambers of Commerce, Local Economic Development Organizations (LEDOs), etc. and participation of staff on boards and committees throughout the region.

#### 10. Data Tracking and Reporting Assurance

Provide an assurance that data will be tracked and reported in accordance with all applicable requirements utilizing the state required case management reporting system.

In the absence of a state data tracking system, please provide an assurance that weekly regular and special reporting will be made electronically to the Regional Operator.

#### 11. Business Services

The Board is committed to assuring appropriate services are provided to the businesses who are the consumer of the trained workforce. The Regional Operator will have a Business Services Division that will work directly with the staff of the Service Provider and partners dedicated to business services.

- a. Describe your past commitment to the provision of business services.
- b. Describe your future commitment to the provision of business services.
- c. Describe the relationship you would perceive to be most effective between the Regional Operator's Business Services Division and your staff.
- d. Describe the number and time commitment of your staff to the provision of business services by location.



- e. Describe your plan to provide business services outside of WIA funding, i.e. fee for service. To what extent have you conducted fee for service in the past? Will you generate program income or profit? Provide an assurance that any program income generated will be used in the Eastern Indiana Regional Workforce Area. What will the profit you generate be used for? What percent of profit, if any, will you contribute to the Regional Workforce Board?

## B. Adult and Dislocated Worker Services

### 1. Customer Recruitment

Describe how all communities in the region will be made aware of the availability of services to adults and dislocated workers, including how recruitment of these populations will be achieved.

### 2. Customer Soft Service Description

Describe the eligibility, assessment, case management, and counseling services that will be provided to adults and dislocated workers.

### 3. Customer Hard Service Description

Describe the core, intensive, training, and follow up services to be provided to these populations. Include a description of the process for an individual to move through each of these tiers of service. Also describe how it will be decided which individuals receive intensive and training services and which receive only core.

### 4. Direct Client Services

Describe all services that will result in direct client expenditures [i.e. supportive services, Individual Training Accounts (ITAs), On-the Job Training (OJT), work experience, etc.] For each type of service, describe how it will be decided which customers receive that particular type of service and how the amount of financial assistance will be determined for each customer.

### 5. Rapid Response Services

Describe how rapid response services will be provided to customers in the event of a facility closure or large dislocation and how you will coordinate with the Regional Business Services Representative.

### 6. Customer Traffic

If you have provided services in locations in the Eastern Indiana Regional Workforce Area, please detail the monthly levels of customer traffic by location for the most

recent 12 month period. Define the period. What is the source of this customer count?

## 7. Performance Standards

Demonstrate knowledge of performance requirements for the adult and dislocated worker programs by describing how the programs will be managed to meet or exceed each of the applicable performance standards including the forthcoming common measures. In addition, please provide an assurance that services will also be designed to meet any additional quality standards established by the Board.

## 8. Unduplicated Service Levels

If you have been or are a WIA Service Provider provide the following information for the most relevant service area and the most recently completed program year. If you have not been a WIA Service Provider just indicate NA for Not Applicable.

Service Area	Total Number Served	Total Unduplicated Number Served
Program Year		
Title I Adult		
Title I Dislocated Workers		
Title I Youth		

## 9. Continuous Improvement

Describe how customer feedback will be collected and used to make continuous improvements to services.

## C. Youth Services

### 1. Customer Recruitment

Describe how communities in the region will be made aware of the availability of services to younger and older youth and how recruitment of these populations will be conducted.

### 2. Customer Soft Services

Describe the eligibility, objective assessment, individual service strategy development, case management, counseling, and follow up services that will be provided to youth. Indicate how youth will be prepared for post secondary education opportunities, as appropriate and how strong linkages will be developed between

academic and occupational training. Also describe how youth will be prepared for unsubsidized employment opportunities and how youth will access information about the local labor market, career and employment opportunities within the region.

3. 10 Program Elements

Describe all services that will be provided in accordance with the 10 Program Elements required by WIA. All 10 required elements must be provided.

4. Youth Direct Client Costs

Describe all services that will result in direct client expenditures (i.e. supportive services, classroom training, work experience, etc.) For each type of service, describe how it will be decided which customers receive that particular type of service and how the amount of financial assistance received will be determined for each customer.

5. Youth Performance Standards

Demonstrate knowledge of performance requirements for the younger and older youth programs by describing how the programs will be managed to meet or exceed each of the applicable performance standards including the forthcoming common measures. In addition, please provide an assurance that services will also be designed to meet any additional quality standards established by the Board.

### **III. Staffing Plan and Organizational Chart**

#### **Proposal Evaluation 10% - Page Limit -Five**

Staffing of the WIA program is one of the most critical aspects of ensuring program quality. Please describe your proposed staffing plan for the WIA programs in the Eastern Indiana Regional Workforce Area. Your proposal should address staffing only for WIA in the Eastern Indiana Regional Workforce Area.

A. Staffing

1. Staff Qualifications

While staffing/hiring decisions will be the responsibility of the service provider, the proposal should identify the qualifications of all staff that will be involved in delivering services in the Eastern Indiana Regional Workforce Area. Include template of: 1) brief position description by title, 2) years of WIA or WIA like program expertise, 3) expertise in WIA or WIA like case management, 4) knowledge of WIA or WIA like performance measures, and 5) level of knowledge/proficiency in client data reporting and tracking

## 2. Staffing Levels and Position Titles by County

Your staffing plan should specify staffing levels and position titles, status (full or part time) by county in the Eastern Indiana Regional Workforce Area. Clearly identify those who are management staff as opposed to county staff. For those staff that are less than full-time for the Eastern Indiana Regional Workforce Area, identify where the rest of their time will be spent. The Eastern Indiana Region VI Regional Workforce Board is committed to operating WorkOne full service offices in Muncie and Richmond and WorkOne Express offices shall be operated in Blackford, Fayette, Henry, Jay, Randolph, and Rush counties.

Summarize with information on the total number of staff at the following levels who are full time and part-time in this proposal.

Management Staff:

Service Staff:

## 3. Minimum Qualifications

If the staff is to be hired at a later date, include the minimum qualifications required for selection of staff.

## 4. Key Management Staff

Identify key management staff by name with a summary of his/her credentials and brief resume of qualifications.

## B. Organizational Chart(s)

### 1. Organizational Chart

Include an organizational chart(s) that illustrates the structure of the staff to be used in support of the proposed programs. The chart should clearly display the number of staff planned for each county along with position titles. This may be provided as an Exhibit and as such does not count toward the page limit. It does, however, need to be included in the electronic document provided.

### 2. Staff Location

The chart should also display the management staff located within Eastern Indiana Region Workforce Area and those located outside Eastern Indiana Region Workforce Area detailing their location. Identify by name the key management staff specified in the staffing plan from 1. above.

## **IV. Partnerships and Coordination**

### **Proposal Evaluation 15% - Page Limit -Five**

#### **A. Partnerships and coordination**

Partnerships and coordination of services with other organizations are one of the keys to success in the delivery of WIA services.

##### **1. Past Success with Partnership Organizations**

Describe the importance of partner coordination and collaboration with the Service Provider. Provide a matrix by county demonstrating the effective relationships you have developed in the Eastern Indiana Regional Workforce Area in the past. The matrix should note which partnerships are represented with a letter of support as an Exhibit to this proposal. Support that matrix with a description of those relationships and why they were important. Include at a minimum local DWD staff and programs, Vocational Rehabilitation, Adult and Continuing Education, Vocational Education and Senior Community Service Employment Programs. What are your existing relationships with Ivy Tech Community College, Area Vocational and Technical Career Centers and high schools? Where appropriate provide a Letter of Support from those partnership organizations as an Exhibit to this proposal. Letters of Support are required as a part of the proposal and electronic document and must be included in the page of page numbering, but do not count toward the 40 page proposal limit. Letters should be from appropriate representatives of the organizations demonstrating the level within the organization which understands and supports the partnership. If no experience in the Eastern Indiana Regional Workforce Area, describe other similar partnerships.

##### **2. Service Integration Experience**

Describe past experience with service integration, functional supervision, information sharing, joint case management of mutual clients, cross training of staff, rapid response activities, services to TAA clients, or other activities conducted in close coordination with local DWD staff. Also, indicate plans for how this type of coordination will occur in the Eastern Indiana Regional Workforce Area.

##### **3. Management Coordination and Integration**

Describe how key management staff will work in cooperation with the Regional Operator and the local DWD Regional Coordinator to ensure coordinated management and integration of WorkOne staff and services.

##### **4. Service Delivery Integration**

Describe how service delivery staff will work with WorkOne partner staff to achieve an integrated system where customer service and performance are high priorities.

This section should at a minimum address WIA, Wagner Peyser, TAA and IMPACT funding streams.

#### 5. Partner Support

If there are other key partners or organizations you plan to collaborate with or purchase services from, but do not have an existing relationship described in number 1 above, include letters as an Exhibit to this proposal. Letters of Partnership are a part of the proposal and electronic document and must be included in the page of page numbering, but do not count toward the 40 page proposal limit.

Discuss the amount of funding you have leveraged in the past, whether your own or those funds of other partners. Be specific as to the amount, location and service leveraged on behalf of job seekers and business services.

### **V. Transition Activities**

#### **Proposal Evaluation 5% - Page Limit - Three**

##### A. Funding

Funding will not be available for any activities conducted prior to 7/1/06; however, cooperation will be needed prior to that date to ensure a smooth transition.

##### 1. Description of Cooperative Efforts

Describe efforts that will be made to work cooperatively with the Regional Operator to ensure a smooth transition into the new Eastern Indiana Regional Workforce Area on July 1, 2006. Describe past efforts in coordination with the current WIB, if applicable.

##### 2. Service Transition

Describe your plan for ensuring that services to clients will continue with little or no interruption during the transition. This description should specifically include a discussion of how services will be available in counties where your organization is not presently a service provider.

##### 3. Caseload Transition

If selected to provide services in a county where your organization is not presently a service provider, describe how you will work with the Regional Operator and the current service provider prior to July 1, 2006 to prepare for an efficient transition of files and customer caseloads on July 1.

#### 4. Reporting and Case Management Transition Assurance

Provide an assurance that your organization will perform the duties necessary to transition participant reporting to the state required case management and participant tracking system that is anticipated on or before July 1.

## VI. Financial Management and Budget

### Proposal Evaluation 20% - - Page Limit -Five

#### A. Budget – Attachment B and Attachment B-1 – PY 06 and PY 07 Budgets

The bidder should complete PY'06 and PY'07 budgets on the included Attachment B and Attachment B-1. **Please do not deviate from the budget format provided.** Consistency will allow the reviewers to compare the proposed budgets. If you propose to provide additional funding from your corporation to supplement the allocation, there is a place on the budget to provide that information. In your narrative you need to identify the source and any restrictions on the use of those funds. Required as a part of the proposal and electronic document and must be included in the page of page numbering, but do not count toward the 40 page proposal limit.

As stated previously in the RFP we are planning to award approximately \$2,900,000 for Adult, Dislocated Worker and Youth programs in the Eastern Indiana Regional Workforce Area each program year. The final amounts will vary based on final allocations to the Eastern Indiana Regional Workforce Area from DWD.

For the purpose of this bid, the Board is interested in the planned amounts for management of service provider staff, overhead costs and the amount planned for direct client costs, as well as the plan by county and management cost centers. The higher the percentage of costs planned for WIA clients and the lower the percentage for administration/overhead costs the better. Bidders should plan on providing services in each county. The county allocation projections provided on the DWD website for the Eastern Indiana Regional Workforce Area should be used as a guide rather than a limit on smaller counties. Workforce Services will be budgeted regionally not on a county-by-county census based allocation methodology.

#### Definitions for Attachment B and B-1

- a. County Office Overhead includes all costs associated with county staff salaries, fringe benefits, rent, equipment, travel, staff training, supplies and all other non-client county costs. These costs are broken out by Adult, Dislocated Worker and Youth programs.
- b. Management Overhead includes all costs associated with management staffing within the region and located outside the region. These costs include salaries, fringe benefits, rent, equipment, travel, staff training, supplies, accounting, audit, monitoring and all other management costs not associated with direct service to

clients. These costs are broken out by Adult, Dislocated Worker and Youth programs.

- c. Direct Client Costs are those costs that directly benefit WIA clients. These costs are broken out by Adult, Dislocated Worker and Youth Programs. Such costs include supportive services, tuition, supplies, books, work experience wages, on the job training, and any other cost that directly benefits the WIA customer not included in the other definitions above.
- d. Totals Each column should be totaled. The percentage column-showing costs by overhead vs. direct client costs should total 100% at the bottom. The county office overhead percentage is the first number. Enter the Direct Client Cost percentage. Now enter the Management Overhead Cost percentage. The total overall percentage should be entered as Overhead/Client for example: 60% Overhead/40% Direct Client Cost. To obtain the total overhead percentage, add Management Overhead and County Overhead percentages.
- e. Attachment B-1 is simply more detail for Attachment B presented by county and by management cost centers. This form should balance with Attachment B.

#### B. Budget Narrative

A one-page budget narrative should be attached that describes the allocation of funds amongst programs and the philosophy of the bidder with respect to minimizing overhead costs while maximizing client costs. The budget narrative should be used to clarify and annotate the budget. If corporate funding is proposed to supplement the allocation identify the source and any limitations on how it can be spent. If applicable, state what your direct client expenditure ratio was for the past two completed program years? Required as a part of the proposal and electronic document and must be included in the page of page numbering, but does not count toward the 40 page proposal limit.

#### C. Financial Management System

Bidders must maintain a financial management system that is auditable and in compliance with generally accepted accounting principles. Financial records must be available for audit and monitoring purposes. Bidders should provide a brief description of the internal financial accounting and management system. Provide an explanation of special reports you generate for your own management purposes or the purposes of your funding sources for the purpose of reporting and managing the funds you receive. Provide an assurance that you will participate, financially and operationally in regular reviews of your performance, including special report generation. Bidders should address the accountability of the organization in this section and provide two copies of the audit report for the most recent two years.



D. Questioned Costs, Disallowed Costs or Compliance Monitoring Findings

Has your organization had any questioned costs, disallowed costs or compliance monitoring findings in the last three years? If so, have these issues been resolved and how. Please provide two copies of your DWD monitoring reports for the most recent two years, along with resolution letters to clarify.

E. Capability to Repay Disallowed Costs

Contractors are responsible for the repayment of costs determined to be disallowed in accordance with applicable statutes, regulations, directives or mandates. Contractors must repay disallowed costs to the Board's Fiscal Agent within thirty (30) days of the final audit determination. Any disallowed costs must be repaid from nonfederal funds. If WIA costs you incurred in the Eastern Indiana Regional Workforce Area were subsequently disallowed as a result of audit or monitoring, does your organization have the capability to repay these funds? From what source?

F. WIA Performance

Please discuss your organization's WIA performance report for the most recent two years. Were all performance measures met? If not, why? Describe key methods and/or techniques used relative to front-line staff to meet WIA performance goals or to ensure performance measures are maintained. Attach two copies of the performance reports to the proposal.

G. Data Validation

Discuss the data validation report for your organization for the most recent two program years. Was data considered valid? If not, why? Describe key methods and/or techniques used relative to front-line staff to improve client data files to ensure the region's data meets state and/or federal validation requirements. Attach two copies of the data validation reports to the proposal.

H. Aggressive Pursuit of Funding

Discuss your corporation's experience in the aggressive pursuit of funding. How will you carry out this function in coordination with the RWB and Regional Operator if selected as Service Provider?

## **VII. INNOVATION & CREATIVITY**

### **Proposal Evaluation 20% - Page Limit -Five**

The Board is interested in preservation of those things the Eastern Indiana Regional Workforce Area has in place that are of good quality and serve to assist in achieving success as it relates to the required performance under the State Plan. The Board is equally interested in initiatives which are **new and innovative** (not currently being done in Region VI) and will complement and assist the Eastern Indiana Regional Workforce Area's arrest and reversal of the economic decline resulting in the creation of jobs and increasing the skills and education of the workforce. The Board is interested in ideas and solutions that result in more of the limited funding meeting the need of clients and communities, and much less of these dollars in administrative expenses and overhead support. Discuss your organization's proposal to assist the Board in achieving its goals.

## PROPOSAL COVER SHEET – ATTACHMENT A

Organization's Legal Name			
Contact Person:			
Mailing Address			
Physical Address			
Telephone		Fax	
E-mail		Cell	
Federal ID #		Website	
# of years potential bidder has been in business under the corporate / business structure submitting the response to this request for proposal.			
	Funding	PY 06	PY 07
Total Amount of Funds Requested /Committed	Administration	\$	\$
	WIA Adult Funds	\$	\$
	WIA Dis. Wkr. Funds	\$	\$
	WIA Youth Funds	\$	\$
	Total Funds Requested	\$	\$
	Other Funds Committed	\$	\$
	Total Requested/ Committed Funds	\$	\$
	Grand Total (PY 06 and PY 07) \$		
Planned # PY 06			
Adult		Cost Per Part.	
Dis. Wkr.		Cost Per Part.	
Youth		Cost Per Part.	
Planned # PY 07			
Adult		Cost Per Part.	
Dis. Wkr.		Cost Per Part.	
Youth		Cost Per Part.	
Signature: _____ Printed Name: _____			

Check all applicable boxes:

For Profit Corporation		Sole Proprietorship	
Not-for-profit Corporation		Faith-Based Organization	
Partnership		State Agency	
Educational Institution		Labor Organization	
Business Association		Community Based Organization	
Other Public Agency (Specify)		Other	

Attachment B, PY'06 Budget

<b>Program Year 2006 Budget</b>	<b>Administration</b>	<b>Adult</b>	<b>Dislocated Worker</b>	<b>Youth</b>	<b>Other Unrestricted Funding</b>	<b>Percent of Budget Overhead/Direct Client Cost</b>
County Office Overhead Cost						
Direct Client Cost						
Management Overhead Cost						
<b>Totals</b>						

Attachment B, PY'07 Budget

<b>Program Year 2007 Budget</b>	<b>Administration</b>	<b>Adult</b>	<b>Dislocated Worker</b>	<b>Youth</b>	<b>Other Unrestricted Funding</b>	<b>Percent of Budget Overhead/Direct Client Cost</b>
County Office Overhead Cost						
Direct Client Cost						
Management Overhead Cost						
<b>Totals</b>						

ATTACHMENT B - 1	TOTAL THIS PAGE		BLACKFORD		DELAWARE		HENRY		JAY		RANDOLPH	
	Admin.	Program	Admin.	Program	Admin.	Program	Admin.	Program	Admin.	Program	Admin.	Program
OVERHEAD COSTS												
Wages & Salaries												
Fringe Benefits												
Facility Costs (Rent, Utilities, Cleaning)												
Equipment & Furniture												
Office Supplies & Postage												
Technology & Communications												
Staff Development & Travel												
Dues, Memberships & Publications												
Audit												
Other, Specify												
Sub Total												
DIRECT CLIENT COSTS												
Supportive Services												
Tuition, Books, Supplies												
On-The-Job Training												
Other, specify												
Sub Total												
TOTAL												
Percentage of Total												
ADDITIONAL NON WIA FUNDING												

ATTACHMENT B-1	TOTAL THIS PAGE		FAYETTE		RUSH		UNION		WAYNE		MANAGEMENT LEVEL	
	Admin.	Program	Admin.	Program	Admin.	Program	Admin.	Program	Admin.	Program	Admin.	Program
OVERHEAD COSTS												
Wages & Salaries												
Fringe Benefits												
Facility Costs (Rent, Utilities, Cleaning)												
Equipment & Furniture												
Office Supplies & Postage												
Technology & Communications												
Staff Development & Travel												
Dues, Memberships & Publications												
Audit												
Other, Specify												
Sub Total												
DIRECT CLIENT COSTS												
Supportive Services												
Tuition, Books, Supplies												
On-The-Job Training												
Other, specify												
Sub Total												
TOTAL												
Percentage of Total												
ADDITIONAL NON WIA FUNDING												

ATTACHMENT B-1	TOTAL NORTHERN COUNTIES		TOTAL SOUTHERN COUNTIES		TOTAL MANAGEMENT LEVEL		GRAND TOTAL	
	Admin.	Program	Admin.	Program	Admin.	Program	Admin.	Program
<b>OVERHEAD COSTS</b>								
Wages & Salaries								
Fringe Benefits								
Facility Costs (Rent, Utilities, Cleaning)								
Equipment & Furniture								
Office Supplies & Postage								
Technology & Communications								
Staff Development & Travel								
Dues, Memberships & Publications								
Audit								
Other, Specify								
Sub Total								
<b>DIRECT CLIENT COSTS</b>								
Supportive Services								
Tuition, Books, Supplies								
On-The-Job Training								
Other, specify								
Sub Total								
<b>TOTAL</b>								
Percentage of Total								
<b>ADDITIONAL NON WIA FUNDING</b>								

### **Planned Service Levels**

#### **Adult**

Planned Service Levels	Projected Number to be Served		Projected Number to be Exited		Projected Number Placed into Employment	
	PY 06	PY 07	PY 06	PY 07	PY 06	PY 07
Adults						

#### **Dislocated Worker**

Planned Service Levels	Projected Number to be Served		Projected Number to be Exited		Projected Number Placed into Employment	
	PY 06	PY 07	PY 06	PY 07	PY 06	PY 07
Dislocated Workers						

#### **Youth**

Planned Service Levels	Projected Number to be Served		Projected Number to be Exited		Projected Number Placed into Employment	
	PY 06	PY 07	PY 06	PY 07	PY 06	PY 07
Younger Youth						
Older Youth						
Total Youth						



Attachment D

Non-Collusion Affidavit

State of Indiana

County of \_\_\_\_\_

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the Eastern Indiana Region VI Regional Workforce Board whereby it has paid or will pay to such other respondent or officer or employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting of the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Print or Type Name

Subscribed and sworn to me this day \_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
Notary Public

County of

Commission Expiration Date

## Attachment E

### Assurances and Certifications

The authorized representative agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Investment Act, Workforce Investment Boards, Regional Workforce Boards and any other applicable laws and regulations.

In addition, the authorized representative assures, certifies and understands that:

1. That it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. The Board also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the WIA Title I financially assisted program or activity, and to all agreements that the Board makes to carry out the WIA Title I financially assisted program or activity. This WIA Title I funded program is an equal opportunity employer / program. Auxiliary aids and services will be made available upon request for individuals with disabilities.
2. The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.
3. The proposing organization possesses legal authority to offer the attached proposal.
4. A resolution, motion, or similar action has been duly adopted or passed as an official act of the organization's governing body authorizing the submission of this proposal.
5. A drug free workplace will be maintained in accordance with the State of Indiana requirements.

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Signature of Authorized Representative

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Print or Type Name

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Date